

## VRS: New inspector interface released on March 9, 2009

Frequently Asked Questions (FAQs) – updated April 2010

### 1. Q: Can I switch computers or web browsers when entering inspection data?

A: It is NOT advisable to switch back and forth between browsers or computers while entering your reports. This can easily result in lost data, sync conflicts, or even in the system freezing. However, it is possible to make the switch to a new computer or browser provided you are certain you have synced all your data before switching.

### 2. Q: How do I make sure scoring and evidence saves when using the new inspector interface when not connected to the internet?

A: Regardless of whether or not your computer is physically connected to the internet, to save evaluations and evidence entered for each indicator using the new inspector interface the inspector needs to either:  
Click on the "save and continue to (next indicator)", or  
Click on "save and return to overview"

Moving between indicators clicking on the tabs will NOT save. Clicking the red "Cancel" button will NOT save.

### 3. Q: Can inspectors use 2 different computers or can 2 inspectors share a computer?

A: Inspectors can share a computer as long as they are sure to click "Logoff" when they're done. They cannot just close the browser window or even reboot, as that will still leave the current inspector logged in.

An inspector can use two different computers as long as they're sure to synchronize each computer before they switch computers. For example, when going from a desktop computer to a laptop, when they are done with the desktop computer they must synchronize it to upload any work in progress. Then before they start using the laptop they must synchronize it to download any work in progress.

### 4. Q: What should I do if I lose my Internet connection in the middle of synchronizing?

A: The next time you are connected to the internet, synchronize again. The synchronization process will pick up where it left off.

5. Q: Can I have multiple web browser windows open while logged in as both verifiers and inspectors at the same time?

A: This is NOT recommended unless two different internet browsers are used for the different roles, e.g. Internet Explorer for verifier login and Firefox for inspector login if you need to have both open at the same time.

6. Q: What internet browsers are supported?

A:  
Internet Explorer 7+  
Firefox 3+  
Google Chrome (any version)  
Safari 3+